

UCCX Finesse 10.5 issue with UCCX CTI...



[yogesh kumar](#) 46 posts since Aug 10, 2013

UCCX Finesse 10.5 issue with UCCX CTI API Jan 15, 2015 8:02 AM

We have UCCX CTI call control adapter. It worked fine for UCCX 8.x & 9.x. We recently tested the adapter with UCCX + Finesse and it worked as expected. Agent are using only finesse not CAD.

But at one of our site though, where UCCX + finesse 10.5 is used, We faced the issue during login. We got following error:

EventType:CONTROL_FAILURE_CONF

FailureCode: 265

Text: AD cannot request for resource to go from: LOGOFF to UNAVAILABLE with reason code = 2

We tried different reason code. We also tried to get some reason code from finesse but it we got the same error.

I believe this has something to do with UCCX-Finesse configuration. Please suggest some troubleshooting steps.

Tags: [uccx](#), [uccx_cti_protocol](#);, [acmi](#), [finesse_10.x](#)



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: UCCX Finesse 10.5 issue with UCCX CTI API Jan 20, 2015 1:16 AM

The error message indicates current state of agent is LOGOUT in UCCX and Finesse client sent SetAgentStateReq message to change agent state to Unavailable(NotReady). This state transition is not valid as agent can't go from LOGOUT to NOTREADY. It appears the end client and CCX are not in sync w.r.t agent states when this happens. You would need to trace the complete sequence of agent state changes to find what is going wrong. Please send across MIVR logs with XDEBUG trace on, if you need further assistance to pinpoint the issue. For now, I would suggest you to check the agent state change sequence for this agent before this issue is seen.



[ewindgat](#) 385 posts since Jan 8, 2015

Re: UCCX Finesse 10.5 issue with UCCX CTI API Jan 20, 2015 11:14 AM

 in response to [Venkata Raghavan](#)

Based on the description of the issue, login is failing because of

CONTROL_FAILURE_CONF. This is an error that is generated by the CCX CTI layer

and sent to Finesse when Finesse attempts to login that agent (via CTI).

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To debug this issue further (and most issues in general) the starting point would be logs. For Finesse backend issues the webservices logs is a good starting point. For UCCX issue MIVR logs are a good starting point.

In this particular case based on the description my suspicion would be that they are attempting to set the agent to 'Not Ready' instead of 'Login'. That aspect can be easily confirmed by looking at the Finesse logs. We should be able to look at the params of the incoming request from the client and confirm that the state they requested was 'Login' and not 'Not Ready'.

0003738489:

```
192.168.1.25: Jan 17 2015 13:08:48.745 -0800: %CCBU_http-8080-15-6-API_REQUEST:
%[REQUEST_URL=User/1001001][agent_id=1001001]
[request_identifier=34c3ef4c-3d46-49d2-9cb5-2b6ad30021bb][request_method=user.PUT]
[request_parameters=
extension:1001003 state:LOGIN]: Request from client to webservice api
```

We can also look at the SET_AGENT_STATE_REQ that is sent over CTI to UCCX in the Finesse logs. The agent state should be 0.

0003738490:

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192.168.1.25: Jan 17 2015 13:08:48.746 -0800:

%CCBU_pool-5-thread-107-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id
:1225057 , **agentstate : 0**, workmode : 0, reason code: -15532, forceflag
:1, agentcapacity: 0, agenttext: 1001003, agentid: 1001001, supervisorid:
null][cti_message_name=SetAgentStateReq]: Message going to the backend cti
server

If we have verified that the request is indeed being sent with the
state as LOGIN, then the next step would be to see if there is something obvious
in the UCCX MIVR logs. If not then at that point we would engage the CCX team
and ask them to explain the cause of the CTI error.

Hope that helps.